

IN THE CLAIMS

Please amend the claims as follows:

1. (Currently Amended) A method for a network-based facility, the method comprising:
 - facilitating submission of a complaint to a network-based facility, the complaint being related to a failed transaction that is not completed by a party;
 - facilitating a resolution of the complaint;
 - determining the complaint is not resolved; and
 - updating a record associated with the failed transaction that is not completed by the party, the updating the record including incrementing a count of failed transactions not completed by the party.
2. (Previously Presented) The method of claim 1, further comprising:
 - facilitating submission of a refund request if the complaint is not resolved.
3. (Previously Presented) The method of claim 2, wherein the facilitating of the submission of the refund request includes:
 - providing an interface to facilitate input of information for the refund request.
4. (Previously Presented) The method of claim 1, wherein facilitating the submission of the complaint includes:
 - providing an interface to facilitate input of information for the complaint.
5. (Original) The method of claim 1, wherein facilitating the resolution of the complaint includes:
 - notifying the party that the complaint has been submitted against the party.

6. (Previously Presented) The method of claim 1, further comprising:
determining the count exceeds a predetermined count value;
responsive to the determining, suspending the party from participating in future transactions.
7. (Previously Presented) The method of claim 1, wherein the network-based facility includes a network-based online auction facility and the transaction includes a network-based online auction transaction.
8. (Previously Presented) A network based facility system comprising:
a database to maintain a plurality of records of network-based transactions, the plurality of records including a first record; and
a processor to facilitate submission of a complaint, the complaint being associated with a first record maintained by the database, the first record relating to a failed transaction that has not been completed by a party, the processor to facilitate a resolution of the complaint, the processor to determine the complaint is not resolved and to update the first record, the first record indicating a count of failed transactions that have not been completed by the party.
9. (Previously Presented) The network-based facility of claim 8, wherein the processor is to facilitate submission of a refund request if the complaint is not resolved.
10. (Original) The network-based facility of claim 9, wherein the processor is to provide an interface to facilitate input of information for the refund request.
11. (Original) The network-based facility of claim 8, wherein the processor is to provide an interface to facilitate input of information for the complaint.

12. (Original) The network-based facility of claim 8, wherein the processor is to notify the party that the complaint has been submitted against the party.

13. (Previously Presented) The network-based facility of claim 8, wherein the processor is to determine the count exceeds a predetermined count value; and to suspend the party from participation in future transactions responsive to the determination.

14. (Previously Presented) The network-based facility of claim 8, wherein the network-based facility includes a network-based online auction facility and the transaction includes a network-based online auction transaction.

15. (Currently Amended) A machine-readable medium that provides instructions, which when executed by a machine, cause the machine to:

facilitate submission of a complaint to a network-based facility, the complaint being related to a failed transaction that has not been completed by a party;

facilitate a resolution of the complaint;

determine the complaint is not resolved; and

update a record associated with the failed transaction that has not been completed by the party, the record indicating a count of failed transactions that have not been completed by the party.

16. (Previously Presented) The machine-readable medium of claim 15, further comprising instructions, when executed by the machine, cause the machine to:

determine the complaint is not resolved; and

facilitate submission of a refund request.

17. (Previously Presented) The machine-readable medium of claim 16, further comprising instructions, when executed by the machine, cause the machine to:

provide an interface to facilitate input of information for the refund request.

18. (Previously Presented) The machine-readable medium of claim 15, further comprising instructions, when executed by the machine, cause the machine to:

provide an interface to facilitate input of information for the complaint.

19. (Previously Presented) The machine-readable medium of claim 15, further comprising instructions, when executed by the machine, cause the machine to:

notify the party that the complaint has been submitted against the party.

20. (Previously Presented) The machine-readable medium of claim 15, further comprising instructions, when executed by the machine, cause the machine to:

determine the count exceeds a predetermined count value; and

suspend the party to participate in future transactions with the network-based facility.

21. (Cancelled)

22. (Previously Presented) The network-based facility of claim 28, the second means is for facilitating submission of a refund request if the complaint is not resolved.

23. (Currently Amended) The network-based facility of claim 22, wherein the [[the]] second means is for providing an interface to facilitate input of information for the refund request.

24. (Previously Presented) The network-based facility of claim 28, wherein the second means is for providing an interface to facilitate input of information for the complaint.

25. (Previously Presented) The network-based facility of claim 28, wherein the: the second means is for notifying the party that the complaint has been submitted against the party.

26. (Previously Presented) The network-based facility of claim 28, wherein the second means is for determining whether the count exceeds a predetermined count value; and for suspending the party to participate in future transactions.

27. (Previously Presented) The network-based facility of claim 28, wherein the network-based facility includes a network-based online auction facility and the failed transaction includes a failed network-based online auction transaction.
28. (Previously Presented) A network-based facility, comprising:
a first means for maintaining a plurality of records of network-based transactions, the plurality of records including a first record; and
a second means for:
 facilitating submission of a complaint, the complaint being associated with
 the first record relating to a failed transaction that has not been
 completed by a party;
 facilitating a resolution of the complaint;
 determining the complaint is not resolved; and
 updating the first record to indicate a count of failed transactions that have
 not been completed by the party.
29. (Previously Presented) The method of claim 1, wherein the party is a buyer and a reason the transaction is not completed includes the buyer failing to send a payment to the seller.
30. (Previously Presented) The method of claim 1, wherein the party is a buyer and a reason the transaction is not completed includes the buyer sending a payment to the seller that was fraudulent.
31. (Currently Amended) The method of claim 1, further comprising:
determining the count exceeds a predetermined count value; and
responsive to the determining, communicating a warning to the party of a
suspension from participating in future transactions.

32. (Previously Presented) The method of claim 31, further including receiving an appeal from the party and denying the appeal.

33. (Previously Presented) The method of claim 31, further including receiving an appeal from a party and granting the appeal.

34. (Previously Presented) The method of claim 32, further including decrementing the count of failed transactions not completed by the party responsive to the granting of the appeal.

35. (Currently Amended) The method of claim 1, further comprising:
determining the count exceeds a predetermined count value; and
responsive to the determining, communicating a warning to the party of a
suspension from participating in future transactions.

36. (Previously Presented) The method of claim 31, further including receiving an appeal from the party and denying the appeal.

37. (Previously Presented) The method of claim 31, further including receiving an appeal from a party and granting the appeal.

38. (Previously Presented) The method of claim 32, further including decrementing the count of failed transactions not completed by the party responsive to the granting of the appeal.